EXHIBIT 20

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SolarWinds KBT Offsite

DOIT and R&D

FY18 Initiatives
DOIT

Division	Theme	Dept	Description	FY18 Budget	FY18 Projected Bookings	Notes
All	Security	InfoSec	Security Operations Center	$250k recurring	Risk Mgmt / Rev Protection	24x7 Operations to detect, analyze and manage security events
All	Security	InfoSec	PEN Testing	$50K recurring	Risk Mgmt / Rev Protection	Unfunded in FY18. Plan to PEN test 8-10 products in 2019
All	Security	InfoSec	Privilege Account Management (PAM)	$33k recurring	Risk Mgmt / Rev Protection	Expansion to manage all service accounts. Required to meeting minimum organization measures stipulated by multiple security / data privacy regulations
All	Security	InfoSec	Security Training / Risk Remediation	$50k	Risk Mgmt / Rev Protection	Content, tools and consultants to develop a proactive security practice. Training materials, tracking / audit
All	Disaster Recovery	IT OPs	Austin Office DR (flood protection)	$300k CAPEX / $200k $40k / recurring	Risk Mgmt / Rev Protection	Build out Public cloud infrastructure for for DR. Migrate critical services in AUS lacking redundancy to TX2 (VxRail, dedicated network, additional compute)
All	Product Demo / Feedback	IT OPs	Monitoring Operations Center / Showcase	$300k CAPEX $35k	Training / Feedback	Live Operations center / showcase that is visually captivating for visitors, engaging for employee training, demos and product feedback
All	Help Desk / Issue Management	IT OPs	Help Desk / Issue Mgmt Integration	$30k recurring	Operational Efficiencies	WHD Integration / transition to JIRA Helpdesk to provide improve issue management integration

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Note: $2.6M incremental projects were funded and then later cut:
GVP Core IT Engineering
Project Tarheel funding
Project Oculus
Fed and Compliance
SAM templates
FIPS compliance for DPA
Flash Replacement for LEM
Backup Integration into SAM